



Year in Review

Fiscal Year 2012-2013



DURHAM



1869
CITY OF MEDICINE

Partners *in* Service



Looking *Back*, Looking *Ahead*

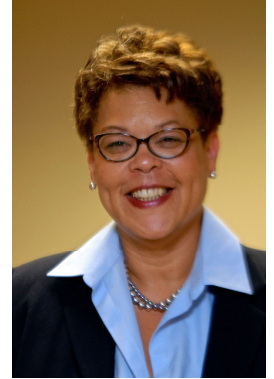
Our Vision

We aspire to be the central point of contact for Durham by providing world class service through information, technology, and communication.

Welcome to Durham One Call's year in review! We are a diverse group of employees supporting the residents of the City of Durham. Durham One Call embodies the passion of providing superior service to all.

During this fiscal year, Durham One Call increased our focus on customer service and outreach. The customer service initiatives include promotion of National Customer Service Week, smartphone application pilot, Spanish call queue, partner department training, and implementation of 'escalated complaint' process. Alternately, our outreach strengthened relationships within the Durham community through educating residents on City-provided services.

Outreach initiatives include presentations to the Mayor's Committee on Persons with Disabilities, Junior Fire Marshall Program, Citizens on Patrol, and DTV8. The following pages reflect the results of this year's initiatives.



Looking forward, follow us on Twitter and like us on Facebook to view upcoming events and milestones including National Hispanic Heritage Month, National Customer Service Week, and our 10th Anniversary Celebration in June!

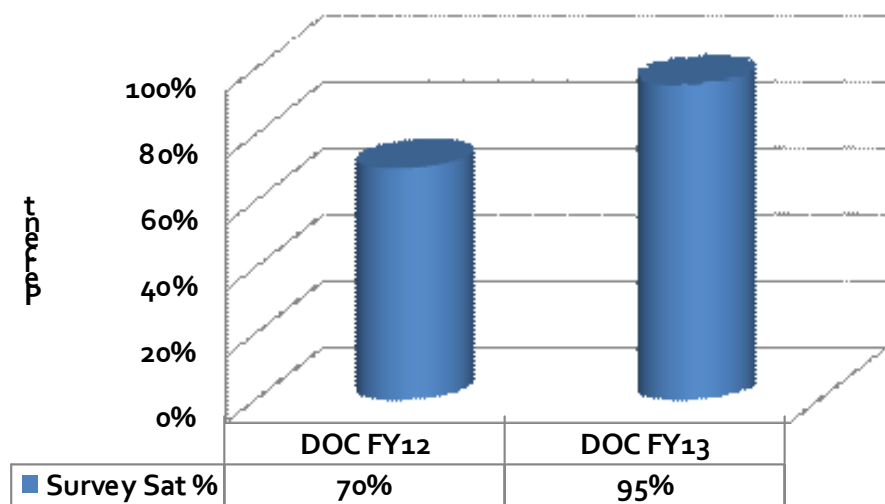
"I love Durham One Call. Call 919.560.1200 to get any local government question answered." @geoffdunkak via Twitter

I hope my appreciation for the great services provided by Durham One Call can be conveyed to the appropriate people. The people who answered the phone (how great to have actual people answer the phone!) were highly professional and helpful. I got two issues taken care of at once and have nothing but praise for the service. Thank you! Nell Cant

Our *Service* Snapshot

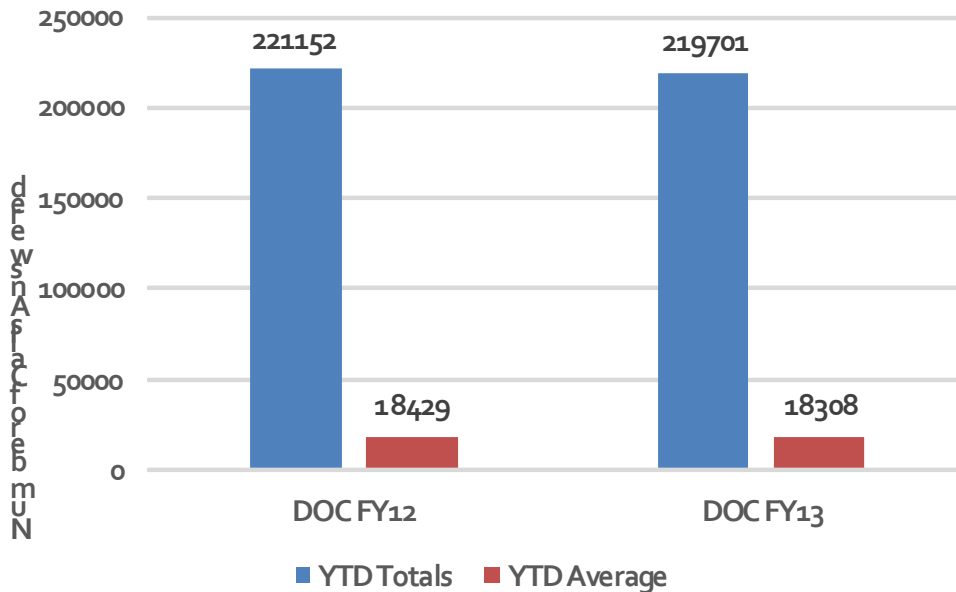
In **Durham One Call**, resident satisfaction is of utmost importance to us. During FY12-13, we have encouraged residents to provide feedback to us and have received overwhelmingly positive results!

Resident Satisfaction



The year-to-year variance in call volume is negligible. Residents continue to use **Durham One Call** for inquiries and service needs, in addition to 24/7 online access.

Call Comparison



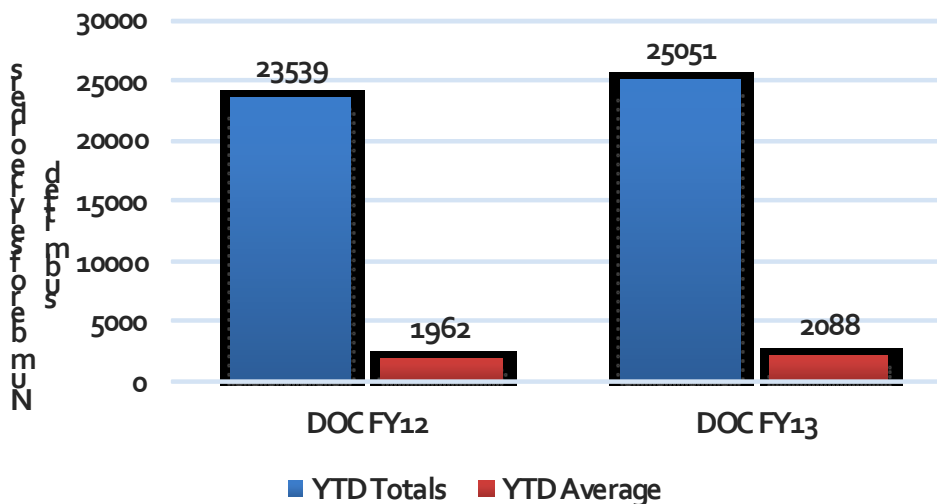
Our Mission

Serve the community through outstanding customer service!

Wow-made a @DurhamOneCall request Monday for repair on #AmericanTobaccoTrail & saw the work crew on this AM's#BikeCommute. Thanks folks! @bullcitybiker via Twitter

The increase in service requests indicates that **Durham One Call** is a vital part of what the City offers to residents, businesses, and stakeholders. The data also indicates that residents are able to get more done in one call.

Service Request Snapshot



I had a message from a resident (who left two voicemails to have her recycling picked up, put she's city and didn't leave a phone number). Her recycling was collected on Friday thanks to your group and she was very happy. Three cheers for intergovernmental cooperation! Chrissie Koroivui Durham County Government

Our *Outreach*

Durham One Call increased our outreach efforts during FY12-13. In addition to the events pictured below, we participated in the Point-in-Time count, Partners Against Crime meetings, Bull City Play Streets, the Mayor's Summer YouthWork Internship Program, and much more!



Habitat for Humanity

We broke out our hammers and hard hats for a day on the construction site!



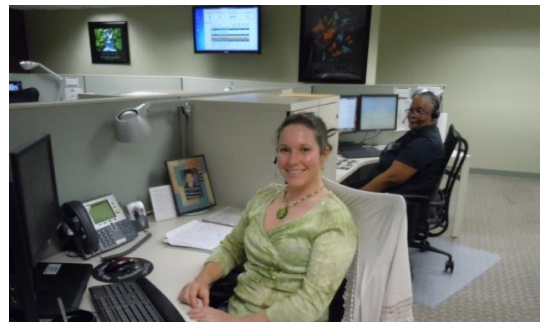
Thanksgiving in Spring

We enjoyed great food at the longest Thanksgiving table we've ever seen!



¡Se Habla Español!

We introduced a Spanish line for our growing Latino population.



Visit Durham One Call

We updated our center for a warmer and more inviting space.



National Night Out

We enjoyed National Night Out events!

DURHAM

One Call

DOES IT ALL

919-560-1200

101 City Hall Plaza
Durham, N.C. 27701

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